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Name: Examiner T. Chuong, Art Unit 2179From: Mark D. Simpson, Reg. No. 32,942Re: Application No. 09/592,387S&L Docket Number: 23,899 USAConfirmation to follow: Yes X No

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OFFICIAL COMMUNICATION
RESPONSE TO FINAL REJECTION

APR 15 2005

PATENT

Docket No. RSW920000026US1

**EXPEDITED PROCESSING -
RESPONSE TO FINAL REJECTION****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

INVENTORS: Carl T. Anderson, Gregory F. Bush,
Michael Faoro, Susan E. Kahler, Alberta Lee,
Janet L. Leskovec, Susan E. Liles,
Lynn Percival and Keith A. Wells

APPLICATION NO. 09/592,387 **Confirmation No.** 5014
FILED: June 12, 2000 **Examiner:** T. Chuong
CASE NO. RSW920000026US1 **Group Art Unit:** 2179

TITLE: USER ASSISTANCE SYSTEM

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being facsimile transmitted to Examiner T. Chuong in Art Unit 2179 to 703.872.9306 on April 15, 2005.

April 15, 2005
Date


Lynn M. White

Commissioner for Patents
MAIL STOP AF
P.O. Box 1450
Alexandria, VA 22313-1450

**REPLY AND AMENDMENT UNDER 37 C.F.R. §1.116
TO EXAMINER'S FINAL ACTION MAILED NOVEMBER 16, 2004**

Sir:

This is in response to the final Office Action mailed November 16, 2004, having a period for response set to expire on February 16, 2005. A Petition extending the period for response for two months, to April 16, 2005, is enclosed, along with a Credit Card Payment Form authorizing the payment of the extension fee. The following amendments and remarks are respectfully submitted.

Amendments to the claims begin on page 2 of this paper. Remarks begin on page 6 of this paper.